

Title: Operations & Maintenance Help Desk Problem Ticket Work Instruction	Document No. NASA-AD-07-03	Page 1 of 6
	Revision No. 2.0	Revision Date: 9/16/2010
	Responsible Organization: Application Development (AD)	

1. PURPOSE

The purpose of this process is to ensure appropriate support and for the NASA Customer when a problem is reported to the NASA IT Support Center and which is subsequently assigned to the HITSS Application Development (AD) Department.

2. SCOPE

The scope of this process includes receiving, reviewing, assigning, updating, and completing in a timely manner any Remedy ticket assigned to the Software Development Team, conforming to the HITSS contract metrics and the satisfaction of the NASA Customer.

3. DEFINITIONS

3.1. NASA Help Desk Support Center

Lockheed Martin's ODIN Contract Help Desk, which receives and processes problem calls.

3.2. HITSS Help Desk

People who are assigned as dispatching agents for Remedy tickets.

3.3. Application Development Ticket Tracker

Person who works Remedy tickets assigned to the AD Department on the HITSS contract.

3.4. Application Development POC

AD Department employee assigned to work ticket.

3.5. Remedy

The software system used to track problem tickets.

3.6. Terminal Server

Server on which the Remedy system resides accessed via an assigned Remedy account.

4. RESPONSIBILITIES

4.1. User

Calls, emails, or submits via the website, a Remedy problem ticket to the ODIN Help Desk or HITSS Help Desk for processing.

Title: Operations & Maintenance Help Desk Problem Ticket Work Instruction	Document No. NASA-AD-07-03	Page 2 of 6
	Revision No. 2.0	Revision Date: 9/16/2010
	Responsible Organization: Application Development (AD)	

4.2. ODIN Help Desk Agent

Creates ticket and re-assigns to the HITSS CS-Dispatch team.

4.3. HITSS Help Desk Dispatcher

Creates ticket, processes ticket, and assigns it to the appropriate HITSS department or another contract if ticket is assigned incorrectly.

- When assigned to the AD Department, the Remedy system automatically pages the Ticket Assignee and automatically sends email — usually primary software development Ticket Tracker to whom ticket is assigned — backups when primary is not available if assignee has a Remedy account.

4.4. Application Development Ticket Tracker

- Regularly monitors Application Development Department ticket traffic.
- Ensures assignment of ticket to appropriate personnel.
- Re-assigns ticket if necessary.
- Checks the Repository of Supported Applications (ROSA) to find the appropriate Application Development primary point of contact (POC).
- Sends POCs email, downloaded from Remedy Web, with ticket information and response directions.
- Makes contact (via email) with the primary Application Development POC, the secondary POC, the BM, and PM of the application.
- Updates ticket on a daily basis to completion.
- Note:
 - a. New procedure agreed upon with NASA: Ticket will be placed in “Complete” status if Client has been contacted on three consecutive days without a response (this should also be listed in the metrics chart).
- Runs nightly ticket reports for AD Department Managers, which requires a terminal server account and a Remedy Client account acquired through ODIN.
- NOTES:
 - a. The Technical Project Manager (TPM, same as Branch Manager) manages the ticket to conclusion and is ultimately responsible for satisfactory ticket response and completion.
 - b. The metric “clock” begins when the ODIN Help Desk ticket is opened.

Title: Operations & Maintenance Help Desk Problem Ticket Work Instruction	Document No. NASA-AD-07-03	Page 3 of 6
	Revision No. 2.0	Revision Date: 9/16/2010
	Responsible Organization: Application Development (AD)	

- c. If the application is not supported by HITSS, it is turned back to HITSS Help Desk (CS-Dispatch) personnel for investigation and appropriate re-routing or directly routed by the ticket tracker.

4.5. Application Developer (POC)

- Contacts user for appropriate data clarification if needed.
- Verifies/tests to determine whether problem exists.
- If not a problem, notifies AD Ticket Tracker, who then correctly assigns ticket.
- If problem exists, works to resolve problem, following the SOW metrics.
- Contacts the application owner for further information, if needed.
- Contacts the AD Ticket Tracker to place the ticket on hold, update, and/or re-assign ticket on a daily basis, or as necessary.
- Notifies TPM (Branch Manager) of action taken.
- Sends synopsis of resolution along with date/time of resolution to the Ticket Tracker for completion of ticket.

4.6. Technical Project Manager (Branch Manager) / Developer

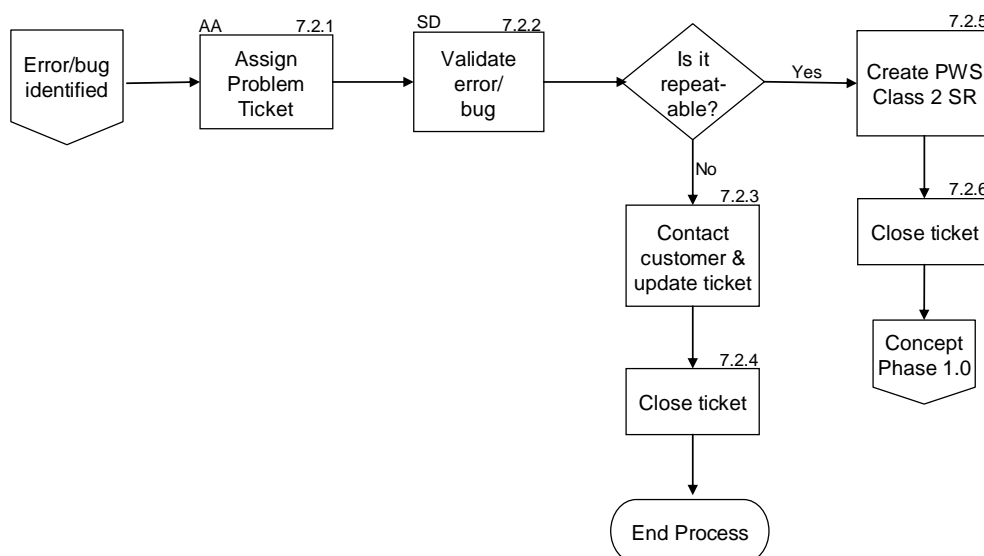
- Notifies user of action taken.
- Contacts, via email, the AD Ticket Tracker to inform that
 - a. Problem is now resolved.
 - b. Details of problem resolution to include date/time of resolution (for ticket entry metrics and verification).
 - c. Ticket may now be closed.
- Sends ticket classification to the Ticket Tracker, as appropriate (refer to Application Development Problem Ticket Cause Code List).

Title: Operations & Maintenance Help Desk Problem Ticket Work Instruction	Document No. NASA-AD-07-03	Page 4 of 6
	Revision No. 2.0	Revision Date: 9/16/2010
	Responsible Organization: Application Development (AD)	

5. Work Flow

7.2 Resolve
Problem Ticket

7.2 Resolve Problem Ticket



6. PROCEDURE

1. Log into Remedy when you arrive at work:
 - A. Check with AD Remedy ticket technician backup if you are on the late shift to see if anything needs to be done.
 - B. Check for new tickets and assign or update new ticket. If none have been opened, proceed to next step, otherwise, go to step # 2.
 - C. Check all open tickets for the date/time last updated:
 - If ticket was not updated the previous day, contact ticket POC to get an update into the ticket, or
 - If the ticket has a next-step date, verify if this date is still true, or

Title: Operations & Maintenance Help Desk Problem Ticket Work Instruction	Document No. NASA-AD-07-03	Page 5 of 6
	Revision No. 2.0	Revision Date: 9/16/2010
	Responsible Organization: Application Development (AD)	

- If the ticket has been in pending for 3 days without the customer responding, complete the ticket (this was approved by NASA), unless customer has given a return date (have POC call customer's phone to verify they are not out of office).
- D. During current shift, check Remedy for new tickets:
 - Necessary as pages are either later or non-existent when ticket assigned
 - Tickets do not always come through HITSS dispatchers
 - Tickets are miss-assigned by ODIN
 - HITSS departments turning tickets to other departments do not always send notifications - these will not be paged out
- 2. Newly assigned ticket check list:
 - A. Verify ticket belongs to App Dev or Media Services.
 - B. If it does not, work ticket to:
 - Assign to correct Department, or
 - Find correct POC (This could be different contract, NASA Application Owner, etc.)
 - As a last resort, contact the HITSS Dispatcher if unsure of next step or assistance is needed in locating correct POC.
 - C. If it does belong to App Dev or Media Services:
 - Turn ticket to the applicable POC, or manager if POC not in drop-down list.
 - Contact POC via email, phone, pager, etc. until you physically hear from someone and notify them you have turned a ticket to them.
 - Always send out an email to the assigned POC and manager with the ticket attached via download from Remedy WEB:
 1. Email has directions in it as to the next step for POC to respond to ticket technician for sending response in order to update ticket.
 2. Receive response from POC via email so that date/time of update is verifiable and enter into ticket work log.
 3. Work ticket to completion entering status updates per the metrics requirements
 - a. Most tickets are updated daily.
 - b. Responses should always contain date/time status has changed.
 - c. Rules for entering updates to tickets will be in a checklist available in the future.
 - As a last resort, if no POC is available, contact customer giving status; never leave the customer wondering if ticket has been responded to.

7. RELATED DOCUMENTS

- NASA-AD-07-03-01 Application Development Problem Ticket Cause Code List

Title: Operations & Maintenance Help Desk Problem Ticket Work Instruction	Document No. NASA-AD-07-03	Page 6 of 6
	Revision No. 2.0	Revision Date: 9/16/2010
	Responsible Organization: Application Development (AD)	

- HITSS Contract SOW Application Development Metrics
- HITSS-QAP Quality Assurance Plan
- HITSS-SMG Software Management Guide
- NASA Form 224 Account Access Request

8. REVISION HISTORY

Revision	Description of Change	Effective Date
A	Original	11/30/2007
1.0	Revision and document numbers rebaselined during HQDMS-SOPR migration	8/6/2007
2.0	Updated process with removal of Polytron Version Control System (PVCS) and reflected with using Repository of Supported Applications (ROSA). Also showed relationship between ODIN and HITSS.	9/16/2010

9. ACRONYMS

Acronym	Description
AD	Application Development
CS	Customer Support
HITSS	Headquarters Information Technology Support Services
HQ	NASA Headquarters
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
ODIN	Outsourcing Desktop Initiative for NASA
PIMS	Project Information Management System
POC	Point of Contact
PROJM	Project Manager
QA	Quality Assurance
ROSA	Repository of Supported Applications
SOPR	Standard Operating Procedures Repository
SOW	Statement of Work
TPM	Technical Project Manager